Job Description

Position: NURSE MANAGER

Accountable to: PRACTICE MANAGER AND PARTNERS

Hours: 30 -37.5 Hours per week

Pay: £39,500 -£45,000 Dependent on experience

**Job Summary**

The Nurse Manager is responsible for providing evidence-based clinical care, including managing chronic diseases, administering immunisations, and supporting patients with long-term conditions.

They lead and manage the nursing and healthcare assistant team, ensuring staff training, performance management, and clinical governance activities.

Additionally, they develop and review clinical policies, drive service improvements in collaboration with GPs, and support health initiatives.

The role also involves overseeing staff induction, mentoring, and maintaining professional development while fulfilling contractual obligations and addressing health inequalities.

**Main duties of the job**

**Clinical Duties**

Provide skilled, evidence-based nursing care including chronic disease management specifically respiratory but also asthma, diabetes, hypertension and anti-coagulation.

Undertake cervical cytology, childhood and adult immunisations, wound care, travel health advice, ECGs, and phlebotomy.

Triage and manage acute minor illness presentations where appropriate.

Promote health education and disease prevention initiatives.

Provide support for patients with long-term conditions and complex care needs.

**Leadership & Management**

Line manage and support the nursing and HCA team, including appraisals, training, and performance management, Lead on clinical governance activities including audits, infection control, and significant event reviews.

Develop, implement, and review clinical policies and protocols in line with CQC and NHS standards.

Ensure the effective induction and mentoring of new staff and promote a positive and supportive team environment.

Attend and contribute to regular departmental, management and clinical governance meetings in line with the practice planning calendar.

**Service Development**

Work with GPs and the management team to identify opportunities for service improvement and innovation.

Participate in QOF, Enhanced Services, and other contractual obligations.

Support practice-level initiatives around population health and health inequalities.

Engage in continuing professional development and maintain professional registration.

**About us**

The practice consists of six GP Partners, eight Salaried GPs, two ANPs and a Clinical Pharmacist, who benefit from a supportive and forward-thinking Management and Practice Team, who all assist with the day to day running of our GMS Practice. This is a popular Practice with a growing list size of 18,000+ patients.

Our primary premises was purpose-built in 2006, and offers superb, modern facilities within the heart of Worcester City. We also have a dispensing branch surgery in the nearby rural village of Kempsey. The practice benefits from EMIS WEB clinical software and is active in the education and training of both GP Registrars and Medical Students.

All members of the staff have to be flexible and willing and able to do each other’s jobs. Staff must be able to offer cover for absent colleagues where necessary. All staff should be prepared to carry out any reasonable request made by a partner, doctor or the Practice management. All staff are expected to be punctual and arrive at work in enough time so that they are ready to commence their role by their contracted start time.

**Place of Work:**

The main place of work will be based at Haresfield Surgery, but there may be occasional times where travel is required to the practice’s branch Surgery in Kempsey.

**Health & Safety:**

Working within a healthcare environment, the post-holder must take responsibility for their own and others’ health, safety and security. This will include (but will not be limited to):

All staff within the department adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.

Maintain an up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the Practice.

Using personal security systems within the workplace according to Practice guidelines.

Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the Practice.

Making effective use of training to update knowledge and skills and initiate and manage the training of others in these areas.

Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.

Actively identifying, reporting on and correcting health and safety hazards and infection hazards immediately when recognised.

Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other staff.

**Confidentiality:**

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation.  All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.

Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

Behaving in a manner that is welcoming to the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training program implemented by the Practice as part of this employment, such training to include:

Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.

Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

Alert other team members to issues of quality and risk.

Assess their own performance and take accountability for their own actions, either directly or under supervision.

Contribute to the effectiveness of the team by reflecting on their own and the team’s activities and making suggestions on ways to improve and enhance the team’s performance.

Work effectively with individuals in other agencies to meet patient needs.

Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

Communicate effectively with other team members.

Communicate effectively with patients and carers.

Recognise people’s needs for alternative methods of communication and respond accordingly.

*Notes*

*This is not intended to be an exhaustive list of responsibilities. This is a role which requires flexibility and adaptability and it is expected that you will participate in a wide range of activities which are appropriate to your position, level of expertise and employment grade.*

**Person Specification – Nurse Manager**

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| Qualifications | Essential | Desirable |
| UK NMC Registered Nurse | ✓ |  |
| Evidence of leadership and management | ✓ |  |
| Independent Prescriber |  | ✓ |
| Accredited qualification in Chronic disease Management, specifically Respiratory | ✓ |  |
| Accredited qualification in Chronic disease Management, Asthma, Diabetes hypertension and anti-coagulation |  | ✓ |
| Experience | Essential | Desirable |
| At least 3 years post-registration experience, preferably in Primary care Chronic disease management | ✓ |  |
| Experience in supervising or mentoring junior staff | ✓ |  |
| Previous team leadership or management experience |  | ✓ |
| Experience with Quality Outcome framework (QOF) or Enhanced Services |  | ✓ |
| Experience leading Audits or quality improvement initiatives |  | ✓ |
| Can maintain accurate and comprehensive consultation records | ✓ |  |
| Proven PC skills inc MS word, MS Excel and Email | ✓ |  |
| Able to work in a changing environment and implement change when applicable to provide high quality health outcome | ✓ |  |
| Have a flexible approach to the needs of the practice and be a great team player | ✓ |  |
| Must be an excellent communicator with a passion for exceptional patient care | ✓ |  |
| Qualities/attributes | Essential | Desirable |
| Flexible and open to innovation | ✓ |  |
| Proven organisational skills | ✓ |  |
| Ability to perform under pressure | ✓ |  |
| Punctual and committed to supporting the team effort | ✓ |  |
| Excellent Interpersonal skills | ✓ |  |
| Understand the importance of patient confidentiality | ✓ |  |
| Self-motivated and proactive | ✓ |  |
| Clean Driving Licence to carry out home visits | ✓ |  |
| Knowledge | Essential | Desirable |
| Excellent clinical assessment and consultation skills | ✓ |  |
| Knowledge of CQC, infection control and safeguarding procedures | ✓ |  |
| Strong interpersonal and communication skills | ✓ |  |
| Ability to lead and motivate a team | ✓ |  |
| Knowledge of working with EMIS or other clinical systems |  | ✓ |